Windows Application Installation Guide

How to install and open the application when Windows displays a security warning

IMPORTANT: Only install the application if you downloaded it from the official link provided by our team and you trust the source. Do not proceed if the file came from an unexpected email, website, or third party.

1. Download the application

1. Download the installation file (.exe) using the official download link shared by our team.
2. Wait for the download to finish. Do not rename or modify the downloaded file.
3. If your browser displays a warning, do not bypass it unless you have confirmed with our team that the file is genuine.

2. Run the installer

4. Open your Downloads folder and locate the application's .exe file.
5. Right-click the file and select "Run as administrator" (if administrator permission is required).
6. If Windows asks "Do you want to allow this app to make changes to your device?", confirm that the app name and source are correct, then select "Yes" to continue.

3. If Windows displays "Windows protected your PC"

7. On the blue "Windows protected your PC" screen, select "More info".
8. Check that the application is the file supplied by our team.
9. If you have confirmed that the file is genuine and expected, select "Run anyway".
10. Follow the installer prompts to complete installation.

4. If Microsoft Defender or another antivirus blocks the file

Antivirus software may sometimes block an application that it has not seen before. If the file is blocked, quarantined, or removed:

11. Stop the installation and note the exact warning or detection name.
12. Take a screenshot of the warning and contact our support team for confirmation.
13. If this is a company-managed computer, ask your IT administrator to review the file. They should verify its source and, if appropriate, approve only the specific application file using the organisation's security process.

5. Important security guidance

- Do not turn off Microsoft Defender, SmartScreen, firewall protection, or your antivirus permanently to install the application.
- Disable the Windows Security "Check apps and files" setting as a routine installation step.
- If you are unsure whether the warning is genuine, do not run the file. Contact our support team first.

Need assistance?

If you are unable to install or open the application, please share the following with our support team:

- A screenshot of the Windows or antivirus warning
- Your Windows version (Windows 10 or Windows 11)
- The name of the downloaded .exe file

Our team will help you verify the file and guide you through the next steps.

Thank you.